

# **State of New Hampshire**

## **Department of Health and Human Services**

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*Division of Long Term Supports and Services*  
*Bureau of Developmental Services*

**Systems Work Information Session**

**May 2022**

**Sandy Hunt-Feroz**

# Topics for this Information Session

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## 1. Intro

- Engagement Principles
- Information Sessions in FY 2022
- Driving Values

## 2. Rate Changes

## 3. Public Engagement

- Ways to Get Involved
- Resources

## 4. Questions



# Information Session Engagement

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**We appreciate your patience as we get better at hosting these sessions!**

## What We've Heard

The community...

1. Wants to have more active engagement with this project
2. Has questions that still need answers
3. Feels limited by our current Zoom set up
4. Wants a record of this information

## What We're Working On

The Department...

1. Wants to better communicate and build trust
2. Is posting information to a website monthly (Meeting presentations, minutes, recordings, FAQs, and other resources)
3. Is working on website updates that will make posting things faster. (We don't like the delays either)
4. Has recently shared Fact Sheets about these changes.
5. Reads your emails! And encourages you to send more feedback to [ddsystemswork@dhhs.nh.gov](mailto:ddsystemswork@dhhs.nh.gov)

## Things We're Trying in this Meeting

This meeting, we're going to...

1. Use the Q&A function to organize and respond to *questions*
2. Use the chat to share *comments*
3. Share agendas for future meetings, so you can plan your attendance
4. Share a poll where you can propose ideas for our upcoming sessions

**Today, our main goal is to provide information about the rate changes. We also want to hear feedback from the community on this information.**

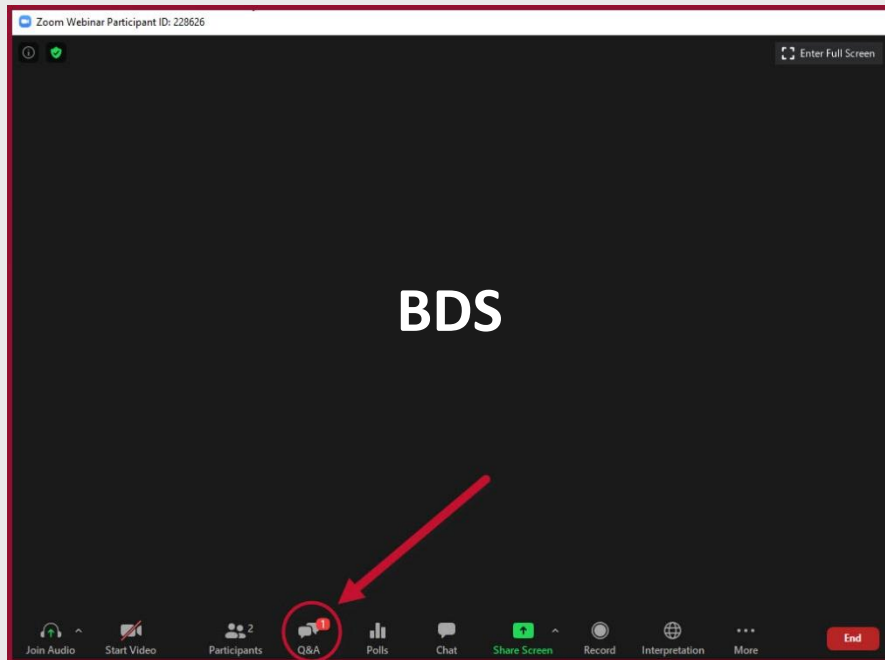


# Zoom Reminders

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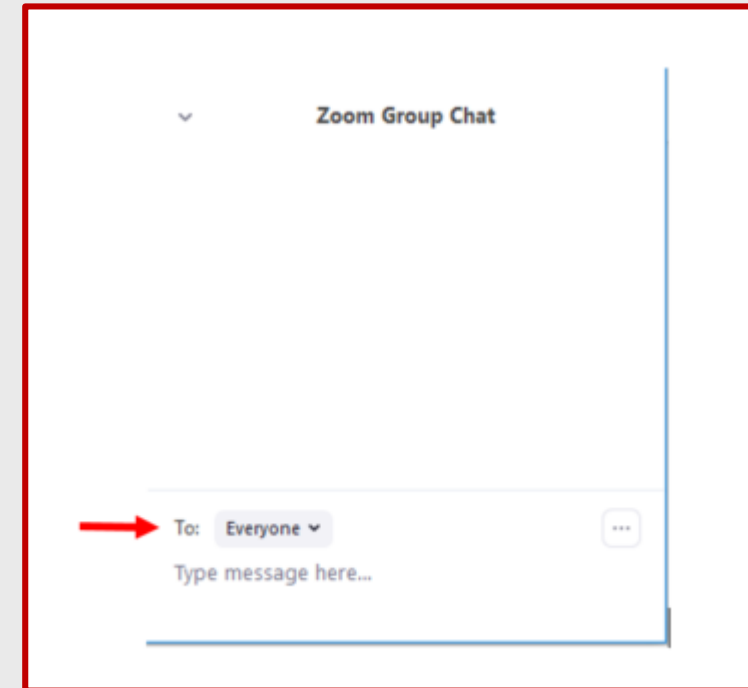
## Questions

Please use the Zoom Q&A feature to ask any questions you have about the work. BDS staff will monitor and respond in real time.



## Comments

Please send your comments in the chat to everyone.



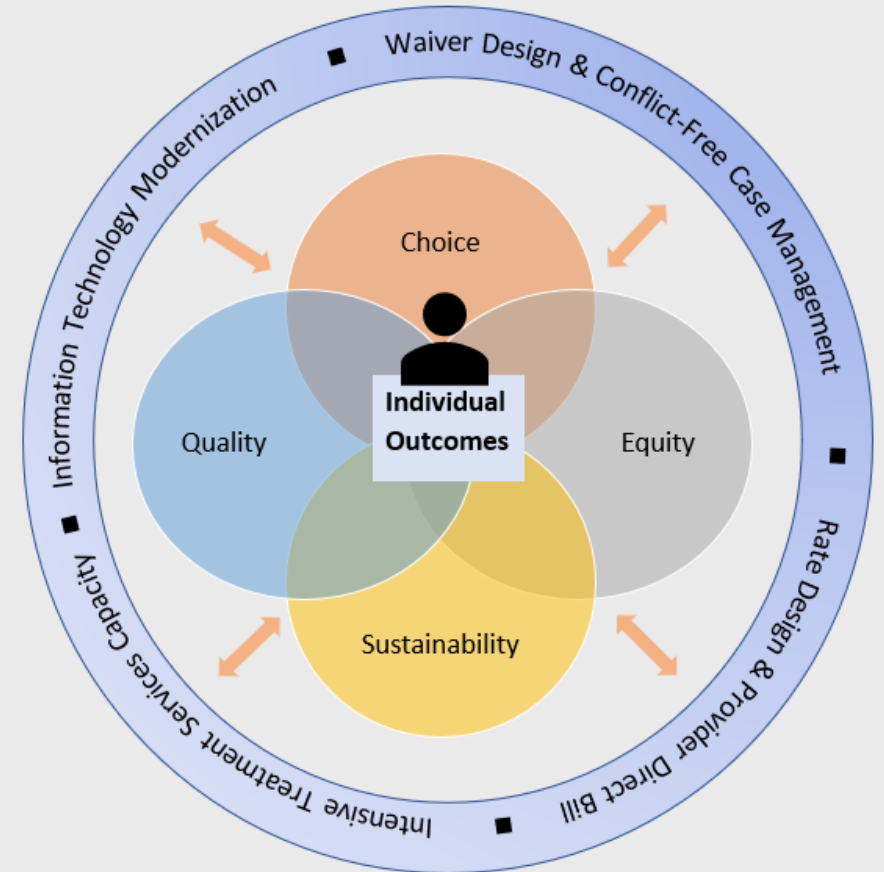
# BDS Values and Driving Principles

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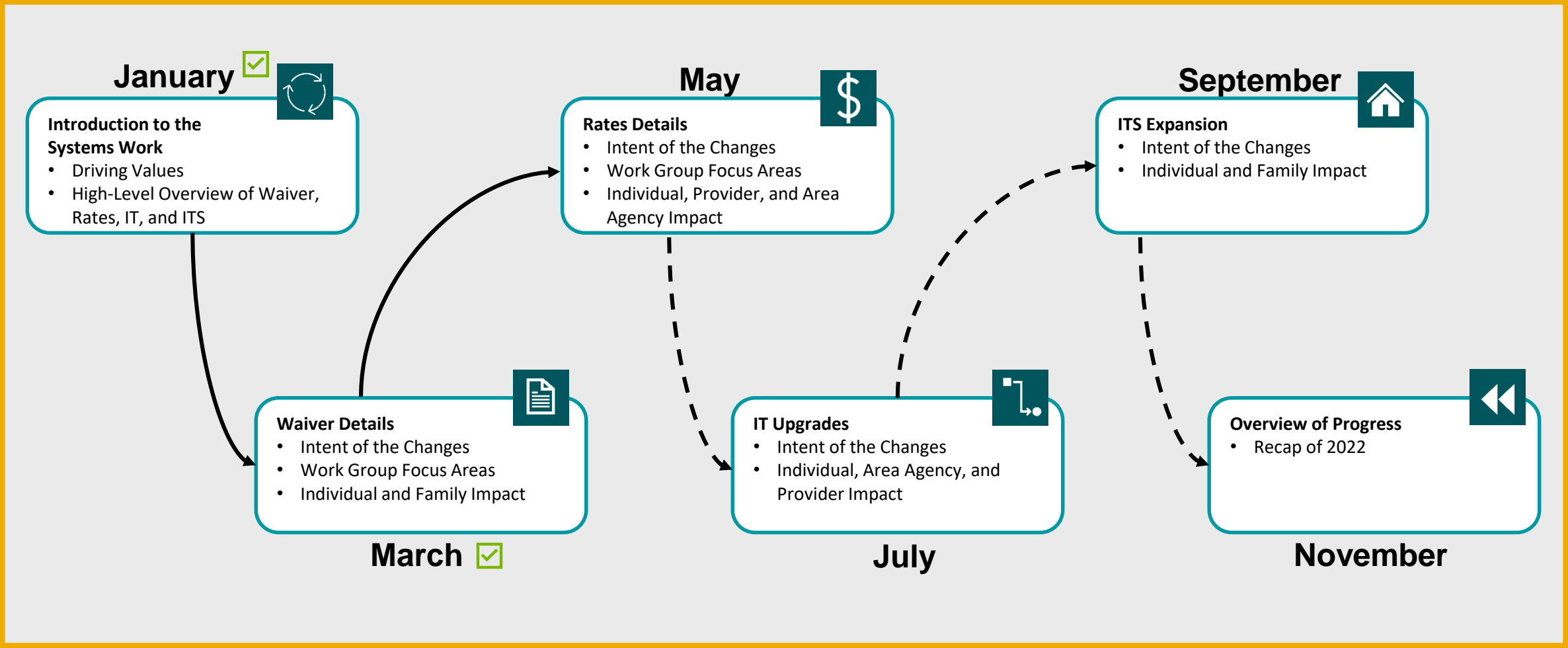
BDS has long promoted and operated under the values of:

- Self Determination
- Individual Control and Responsibility
- Promoting Health and Well Being
- Meaningful Community Participation
- Meaningful Engagement with People Receiving Services

**These values are driving BDS Systems Work.**



# Information Sessions in 2022

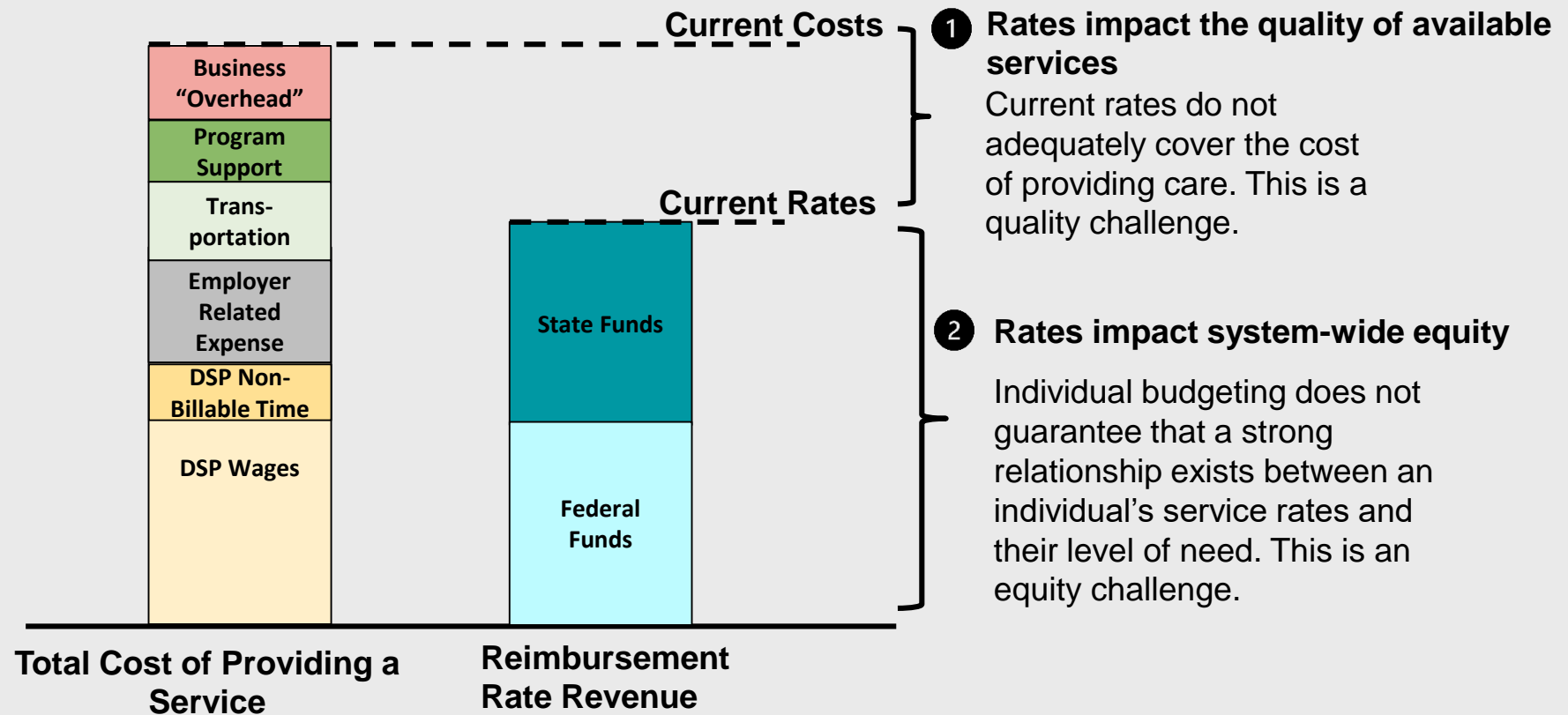


# Rate Changes



# Updating Rates

To improve service availability and quality, the reimbursement rates that fund DD services are going to be updated to reflect the current costs of providing care. To improve system-wide equity, funding amounts are going to be more directly related to an individual's SIS score.

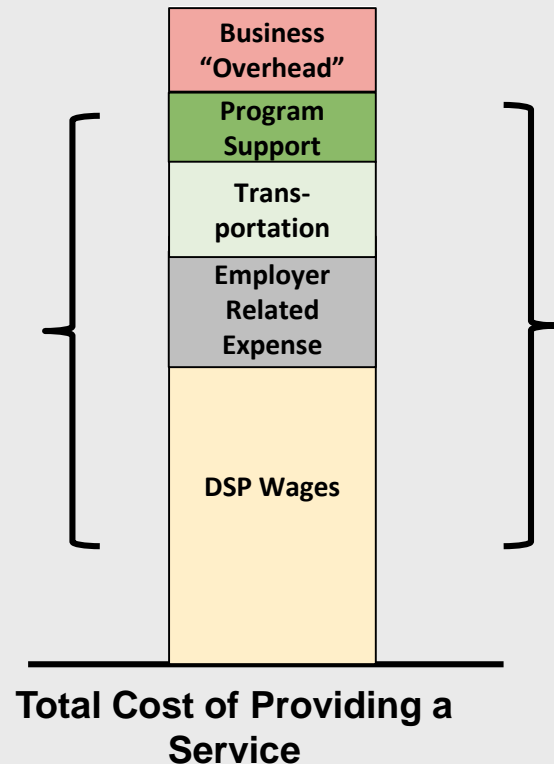




# Updating Rates

To update the rates and implement assessment-based individual service agreements and budgets, we will have to collect new data about 1) the costs of providing services and 2) people's support needs.

The Department is working with a rate setting firm, Myers and Stauffer to collect this data from providers and area agencies.



The Department intends to work with a SIS national expert to collect SIS Assessment Sample data.



# Updating Rates

Once new rates are developed, individuals will begin to develop their Individual Service Agreement and associated budget using a new process.

The SIS will remain a part of person-centered planning and will inform the reimbursement rate that an individual is eligible to receive for the services that they select.



**We just talked about why we're changing how rates are developed and used. Do you have any questions about why we're doing this?**

**Reminder! Put your questions in the Q&A box, please!**

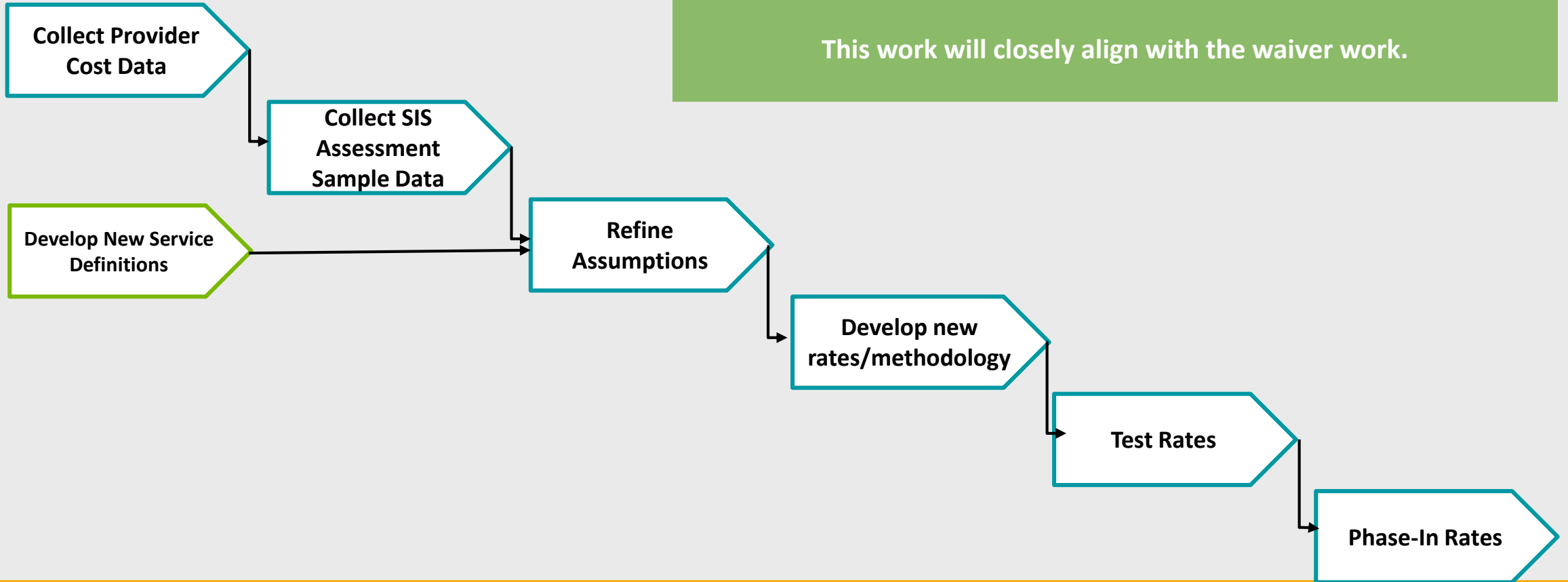


# Ongoing Work

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**BDS and the Waiver Work Group are working together to redesign services.**

This work will closely align with the waiver work.



# There Are Still Things We Don't Know

**The Department is moving forward with these changes, but many details are still in-development.**

**Things we don't know:**

1. What the exceptions process will be for individuals and their advocates to appeal funding decisions
2. What rate factors will be included in the methodology. Many people have brought up things like location and cost of living.
3. How often rates will be updated in the future
4. What our new funding level request from the legislature will be
5. What new services we will develop rates for
6. What the provider cost data will show us about how much providing care costs

The Rates Work Group, which meets monthly on the first Friday of the first full week is discussing these topics (and more) in more detail.



# New Rates and What to Expect

This work is going to take place over many years. In the future you can expect that...



**Providers will complete cost reports.** Throughout the next few months, Myers and Stauffer will send out templates for providers to use to share their cost information with the state.



**Some families will participate in the SIS Assessment sample.** If you are near your SIS renewal, there is a chance that you are asked to participate in the assessment sample this year.



**Rates will change.** BDS, Myers and Stauffer, and the rates work group are developing new rates. These new rates will support the new and updated services. The Department is prioritizing individuals being able to access the same services that they currently have.



**Your service reimbursement rates will be based on a needs assessment.** As part of the planning process, your funding will be influenced by your assessment score.



# Community Engagement



## Ways to Get Involved - Meetings

**BDS is hosting a series of public work groups, meetings, and information sessions.**

# The Waiver Workgroup...

will meet on the first Tuesday of the 1st full week each month.

## The Rates Work Group...

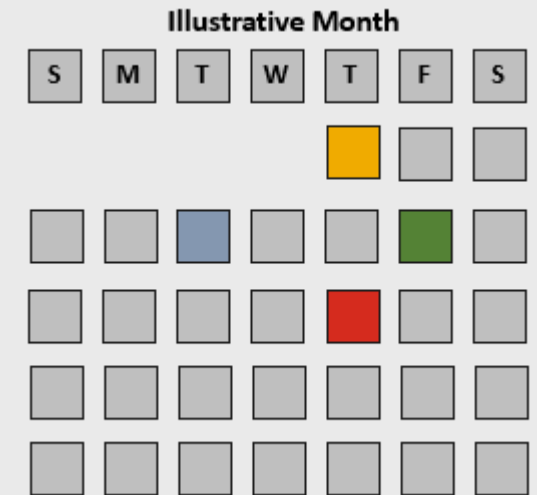
Will meet on the first Friday of the 1st full week of each month.

## The BDS Systems Advisory Committee...

Will meet on the first Thursday of the 2<sup>nd</sup> full week of each month.

## These Information Sessions...

Will meet on the first Thursday of the 1<sup>st</sup> week of every other month.





# Ways to Get Involved Cont.

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**BDS is coming to you! Starting this month (May) BDS staff will be traveling to each region to share information and answer questions about the work.**

- These May in-person sessions will be held at community sites on weekday evenings.
- Some locations will offer hybrid options.
- Additional in-person meetings will happen later in 2022, so don't worry if you're unable to attend.
- Feel free to attend any session, even if you don't receive services in the host region.



# Ways to Get Involved Cont.

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**BDS is hosting a series of public work groups, meetings, and information sessions.**

Information about these meetings including the presentations, meeting notes, and recordings is posted monthly on <https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work>.

**You can contact the us here:**

- General: [DDSystemsWork@dhhs.nh.gov](mailto:DDSystemsWork@dhhs.nh.gov)
- Waiver Work Group: [BDSWaiverStructureWorkgroup@dhhs.nh.gov](mailto:BDSWaiverStructureWorkgroup@dhhs.nh.gov)
- Rates Work Group: [BDSRateStructureWorkgroup@dhhs.nh.gov](mailto:BDSRateStructureWorkgroup@dhhs.nh.gov)
- Advisory Committee: [BDSAdvisoryCommittee@dhhs.nh.gov](mailto:BDSAdvisoryCommittee@dhhs.nh.gov)

**BDS is interested in working together with more self-advocates. If you're a person receiving BDS-funded services who is interested in engaging in a work group, please contact us at [DDSystemsWork@dhhs.nh.gov](mailto:DDSystemsWork@dhhs.nh.gov)**





# Before We Leave, a Few Quick Questions

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**1. Was this information session helpful?**

- a. Yes
- b. Yes, but I still want to know more
- c. No

**2. What topics are you interested in learning more about?**

[Open ended]

**3. What email should we use to send you updates about the work?**

[Open ended]



# Next Steps

1. We will post this presentation on the website.
2. We will collect your questions and incorporate them into our FAQ- also posted on the website.
3. We will continue to try to develop ways for you to engage.

